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## Sound Advice and Insights: Voices of STRIPES Users from the Field

With the focus on the Headquarters inaugural deployment and the following delay announcement, many may be unaware it has been nearly 6 weeks since 3 more Sites deployed STRIPES. The deployments for Office of Civilian Radioactive Waste Management (RW), Strategic Petroleum Reserve (SPR) and the recently reorganized Naval Reactors (NR) have joined the ranks with Headquarters. These three smaller Sites were the last to deploy before the delay to allow time for data clean-up and making other necessary adjustments.

Impressive numbers (as shown in the STRIPES Quick Facts box below) illustrate that new users certainly have begun to grasp the new tool. The STRIPES users at deployed Sites have been busy. Notably, the number of new and reconstructed documents more than double the total number of STRIPES users.

Meaningful and honest insights have been shared from this group of new STRIPES users across the field. All of the Sites were eager to share how they have "earned their STRIPES" with those who have not yet deployed. Summarized points and opinions from Contract Specialists, Contracting Officers, Requisitioners, Budget Analysts, SPOCs, and Site Deployment Managers have been

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### STRIPES QUICK FACTS

- ✓ 1000+ Active STRIPES Users
- ✓ Deployed at 4 DOE Sites
- ✓ About 70% are from HQ
- ✓ 827 Requisitions Released & nearly 200 In-Progress
- ✓ 1329 total awards\*, including,
- ✓ 165 award modifications\*\*



*Note: STRIPES data extracted on Friday, June 20, 2008*

*\*Includes both reconstructed and new awards*

*\*\*Includes In-Progress and Released Mods*

highlighted for the benefit of the entire STRIPES community.

- ✓ **SPRO** says “Be prepared to be patient with the learning stage, it gradually gets better.”
- ✓ **RW** emphasizes, “Hold regular team meetings to work on reviewer and approver routing templates.”
- ✓ **NR** highly recommends, “Review the STRIPES business process flows prior to deployment.”

All the Sites said an internal one-on-one match up and/or seminar sessions are needed to boost the STRIPES training, especially with the Requisitioners who desire more than Computer-based Training (CBTs). All Sites mentioned the importance of leadership support and endorsement. In one case, key team members had incentives to work on a successful deployment because it was reflected in their Performance Plans.

RW emphasized that Sites will truly benefit from taking a hard look at their mock reconstruct data to help them prepare for their actual deployments. Based on interim results from the latest mock reconstruction, the field seems to have embraced this good advice.

Success factors seem to be regular team meetings, getting together to review business process flows, clarifying individual review and approval roles, taking the time to map appropriate Route Roles and Security Groups for each user, and getting endorsement and strong support from the top, maybe even a strong Business Plan. And of course, clean data helps too.

### **Key Take Aways...**

1. Current and future users are encouraged to take the Computer-based Training that is available to them on the OLC<sup>2</sup>. It serves as an introductory baseline and should be enhanced with peer-to-peer support or in-house seminars. STRIPES users understand the tricky balance between learning the basics and doing the complex, multi-line item, hybrid contracts that may come across their desk. There is an attitude of “we’ll figure it out for ourselves”, but have felt the STRIPES Project Team has been a source of support.
2. Every Site will have its own unique set of challenges. For example, one Site works very closely with DoD’s Naval Sea System Command (NAVSEA) which is a different type of customer. Another example is the need to work out a Budget approval process that is outside their organization. Or dealing with a recent major reorganization. Each Site knows itself, and should proactively plan to meet the special challenges it foresees.
3. Current User’s have a “wait and see” attitude about the benefit of STRIPES. Coming off of the heels of reconstructed contracts, they recognize the biggest benefits will be seen down the road. Most users have a feature or process in STRIPES they just don’t care for, but are learning to work with it. Although one notable early benefit has emerged. Improved office communication has been cited where colleagues pick-up the phone more often to give each other a “heads-up” regarding a STRIPES action. Users from remote or satellite offices also have noted that they feel more engaged.

The STRIPES User Guide was a topic that came up on more than one occasion. Nearly a ream a paper, if printed, the User Guide serves as a comprehensive reference that covers topics and actions that may not have been covered in the classroom training. The ultra-big document can be daunting to some, but has been a true source of learning for others. It is worth mentioning, that the STRIPES Project Team is updating these materials to incorporate some of the user feedback.

NR, RW, and SPR feel the delay is an overall good thing. These deployed Sites have fully engaged STRIPES resources and recognize that there is learning curve for everyone involved. Each was glad to have an opportunity to share their biggest take-away about their transition, and we are all the better for it.

### Which STRIPES E-Mail Should I Use?



The STRIPES Project Team has benefited from the robust two-way communication between our stakeholders and the team. Over the years, we have developed a number of outlets to facilitate on-going communication. Let's take a moment to revisit the distinct purposes of the three STRIPES e-mail addresses, commonly referred to as "mailboxes".

Mailbox Name	Purpose	Address
<b>STRIPES Help Desk</b>	Available via phone or e-mail to assist people with functional or technical challenges using the STRIPES system. Help Desk is often contacted after the respective Super User has been consulted.	<a href="mailto:STRIPES-HelpDesk@hq.doe.gov">STRIPES-HelpDesk@hq.doe.gov</a>  -or call-  301-903-2500
<b>STRIPES Mailbox</b>	Used to receive and distribute STRIPES project related information regarding status, updates and questions. To receive monthly communiqués like this, send an e-mail to this STRIPES mailbox and write " <i>subscribe</i> " in the subject line.	<a href="mailto:STRIPES@hq.doe.gov">STRIPES@hq.doe.gov</a>
<b>Access STRIPES</b>	Access STRIPES receives a system-generated e-mail from MIS once a User request is submitted. This mailbox serves as a copy of all requests and notifications for tracking and auditing purposes. The Access STRIPES mailbox also serves as the automatic 'Reply to' location for User questions pertaining to their newly issued UserID or password. Other official uses for this mailbox are currently being evaluated and will be communicated once finalized.	<a href="mailto:Access-STRIPES@hq.doe.gov">Access-STRIPES@hq.doe.gov</a>

### STRIPES Project Information

**STRIPES Federal Project Manager:**  
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